



1-Minute Newsletter – April 2016

This is another installation of our 1-Minute Newsletter – we hope you find it helpful!

Can't get on the Internet to process cards?

More than ever, a good Internet connection is vital to a business' operation. And when it goes down, it's always a frustrating experience – especially if you accept credit cards for payment! So this beckons the question, "Do you have a manual credit card procedure to use when you can't get connected?" And perhaps even more importantly, *do you know how to use it?*

When you became a credit card merchant, you received an information packet about your card processing account and it included toll-free telephone numbers along with instructions for processing a credit card via telephone. Be sure you have that information readily accessible and train your people in using it. It's usually simple to do, but having a brief cheat-sheet conveniently near your POS terminal can help your staff serve your customers even when the Internet goes bump in the night!

Spring Cleaning

Just like you probably do at your home before the summer arrives and the kids are back from school, it's a good idea to perform some normal maintenance duties at the office to help ensure that when the craziness of the summer hits, you're actually ready for it! Why? Well, because playing catch-up when you're already overworked is no fun and often results in mistakes. In Club Office, typical maintenance tasks include:

- Making a full backup – not just data, but the whole Club Office system which includes ALL parts of it – programs and data. For most users, this is the entire **clubdata** directory on the main file server.
- Terminating the appropriate member accounts and at the very least, updating member addresses and phone numbers as necessary.
- Verifying that the configuration settings and values for dues and other automatically charged events are correct for the coming year.
- Verifying that member accounts have the proper dues and minimum settings so that you don't have to fix things afterward. (*Having to backtrack to fix erroneous charges doubles your work!*)
- Terminating employees that won't be with you this year.
- Verifying that employee pay rates, deductions, addresses, phone and social security numbers are correct.
- Purging data that is no longer necessary. This aids the performance of the computers that run the Club Office system. This is especially important on SQLPos POS registers!

Purging Member Accounts – New Feature!

A recent visit to a customer site highlighted a problem that we didn't know was a problem: hundreds and actually THOUSANDS of terminated members that were just cluttering up the system. Of course, the membership manager has a "delete member" function, but it's just not practical to sit there at the keyboard with a list of 2000+ member accounts to delete... and wait, and wait, and wait... while selecting them one at a time.

To address this issue we've added a global member purge function to the Administrative Editor. This new feature deletes terminated members by using their termination dates. You simply enter the "cutoff" date through which you want to purge the membership and the module will take it from there – appropriately updating the many databases that contain member-related data and unlinking the tens of thousands of sales transactions that were associated with them. (They're not deleted – just unlinked to those member accounts.) To get the new feature, simply update your software from the Tech Support web site!

